
Handbook review

1 message

7 September 2021 at 11:09

[REDACTED]
to: taxi.licensing@adur-worthing.gov.uk

Good morning,

I would like there to be a review on the tinted window policy now we have CCTV. I personally think CCTV covers the safety requirements for using a taxi.

When purchasing a vehicle these days it's very difficult to not have tinted windows we already have to consider many options without this out dated rule. . I believe this is a reasonable request and would appreciate this to be looked at.

Many thanks

[REDACTED]
Badge no [REDACTED]

Sent from my iPhone



My view of the current /future handbook.

1 message

26 September 2021 at 12:45

To: "taxi.licensing@adur-worthing.gov.uk" <taxi.licensing@adur-worthing.gov.uk>

Good morning,

I have been wanting this moment to give my thoughts about the way "We"(Worthing taxi drivers) are unfairly treated. I beg you to please show Theresa and even Simon this email as they are the people with decisions which we feel do Not protect our residents in Worthing.

1. You allow other cars from different boroughs(especially Chichester) to come and work in Worthing, carrying our people around with No way of monitoring their safety at all. That really has to change, I know you always say that there is nothing you can do about that, but you are the councillors and can surely vote in local laws which would prevent an outsider to come and make a mockery of our local laws/ rules.

2. As an example of how weak the current rules are; I know of a driver/ drivers who are currently working for Arrow who were banned in Worthing, appealed but their appeals fail because of the gravity of what they did, but went to Chichester, got a licence there so easily, came back straight to Arrow and now work here with a Chichester badge carrying the same people you were supposed to protect them from carying.

Now, you tell me that is Not making a mockery of our laws, and it is dangerous as you are allowing criminals to work here putting our residents lives in danger. My suggestion is: have a system in place that any driver who is banned / disqualified as a taxi driver should Not be allowed to just go round and come back with a different badge but the same dangerous person. Contact Chichester council and find out what systems are in place to prevent unqualified/ disqualified drivers from others boroughs from going there and given licences to then go and make a mockery of other boroughs.

3. You are losing so many Worthing licensed drivers to Chichester because there is virtually No checks done in Chichester, many people are going there to get licences because it is so easy to get it there and come and work for Arrow in Worthing, I would like to ask this question: has any councillor from Worthing been to an Arrow office in Chichester?? I know there is one in Littlehampton that all, does that give them the right to employ Chichester cars?? My suggestion is: be fair to Worthing drivers and relax some of the unnecessary checks which are making it hard to anyone for wanting to become one.

4. One of the really unnecessary requirements is : the GLASS TINT; please please please this Has to be removed, the new handbook should Not have this. you are making our lives sooo hard to find a car to buy because all cars come with slightly tinted glasses from the manufacturer, why do you have to force us to go and remove these, to fit clear glasses at a very expensive cost, while we have Chichester cars doing the same job as us with heavily tinted cars??

We have CCTVs in our cars, how is a tinted glass protecing our residents more than the CCTV?? please if this is Not changed , I am also getting a Chichester licence soon, which will lose the council my anual badge fee and vehicle licence fee to Chichester. Is this really what you want?? I know of many of my friends who have found No point having a worthing licence with all these requirements yet you can go to Chichester get a licence where you do Not need a CCTV in your car, your car filled with Arrow stickers, a roof light, Tinted glasses, No car age restrictions etc... and we all work for Arrow , doing the same job in the same town.

You can see that Worthing taxi drivers are unfairly treated,and unless you do something about it you will soon have No PV hire drivers paying for badges in Worthing.

Thank you. I ask for my email to be kept anonymous and Not publish it as I know Arrow taxis Will Not be happy with me mentioning all what I have said and will therefore tell me to Not work for them yet I really love my job and I can Not see myself working for anyone else in Worthing other than Arrow, but we are just asking for all of us to be treated fairly.

Sent from Yahoo Mail on Android



06 OCT 2021

Re: Worthing Taxi and Private Hire Handbook Consultation

1 message

6 October 2021 at 15:52

To: Taxi Licensing <taxi.licensing@adur-worthing.gov.uk>

Initials

To the Licensing Committee,

I am sending you this email today in the hope of changing the rule on tinted windows. I myself am currently looking for a new car to buy but keep getting knocked back by the vast majority having rear windows that are tinted, I would say for the type of car I was after, like a Skoda Superb or Ford Mondeo it would be in the region of 9 out of 10 that have them. It seems the more you want to pay or the better the vehicle like an executive model it comes as standard. I'm sure you would rather us driving round Worthing in nice looking cars than not so.

When I was about to buy a Skoda with tinted windows I did go to the dealership in Broadwater Rd and got quoted £1,110 to get them replaced which when your paying anything around £12,000 for a new car is something you can do without especially with takings being vastly reduced over the last 18 months or so.

Also as we have to have internal CCTV cameras fitted I would ask why we have this rule.

I have also read that a number of councils across the country have decided to do away with this rule to help out the drivers and I am asking WBC to do the same. Many thanks

Yours sincerely

[Get Outlook for Android](#)

From: teresa.bowley@adur-worthing.gov.uk <teresa.bowley@adur-worthing.gov.uk> on behalf of Taxi Licensing <taxi.licensing@adur-worthing.gov.uk>

Sent: Wednesday, September 1, 2021 11:30:27 AM

Subject: Worthing Taxi and Private Hire Handbook Consultation

1

September 2021

Worthing Borough Council Taxi and Private Hire Handbook Consultation

Adur

& Worthing Councils review of their Hackney Carriage and Private Hire Handbooks normally every 5 years but both Licensing Authorities reserve the right to review them at any time that members feel it is required. Both handbooks have been subject to interim reviews in recent years but a full review is now due for both.

The

councils recognise that it is good practice for local authorities to consult regarding any significant proposed changes in licensing rules. Therefore, any consultation should include not only the taxi and PHV trades but also groups likely to be the trades' customers. Examples are groups representing disabled people, Chambers of Commerce, organisations with a wider transport interest (e.g. Royal national institute for the blind, Guide dogs for the blind, british deaf association, Campaign for Better Transport, Access & Mobility Groups and other transport providers), minority & womens' groups, local traders and other interested parties.

The

council's review of their Hackney Carriage and Private Hire Handbooks is now taking place for the next 6 weeks, you are invited to make any representation during this formal consultation process from Tuesday 1 September to Tuesday 12 October 2021.

TAXI HANDBOOK REVIEW

1 message

Zoom Worthing Office <office@zoomworthing.co.uk>
To: Taxi Licensing <taxi.licensing@adur-worthing.gov.uk>
Cc: Teresa Bowley <teresa.bowley@adur-worthing.gov.uk>



9 October 2021 at 20:25

Hi Teresa & team,

I would like to make a representation requesting a change to the current rules that Worthing Licensing Authority have on tinted windows.

Ask any Private Hire or Hackney driver in Worthing how easy it is to find a vehicle that meets the current tint standards, and they will all give you the same answer. Almost impossible. It is a rule that adds massively to the stress that all Worthing licensed drivers face when changing vehicles, and it is completely without grounds for enforcement. It needs changing now.

The simple fact is that almost all modern cars are now made with a reasonably heavy tint on the rear windows. The reasons for this are:

1. It reduces harmful UV rays and therefore improves passenger health and safety;
2. It reduces glare coming through the rear windows, therefore improving passenger comfort;
3. It reduces the temperature in the car on sunny days, reducing the need for air conditioning, which in turn reduces harmful emissions

The almost impossible task to find a car that can be licensed in Worthing is compounded by the fact that almost all of us buy our cars on the second hand market, where tinted windows are on 99% of cars. Is it really fair that we are forced to travel sometimes hundreds of miles to buy a used car that we hope will be licensed, only to find on presenting the car to the licensing officer that the tint is too dark? And then having to spend a further £1000 to get the glass replaced?

If this measure has been put in place for the safety of customers, where is the evidence that it is a factor? A recent Freedom Of Information request was sent to all police forces in the UK which asked:

"Has the fact that a vehicle has tinted windows ever been considered to be a factor in any taxi or private hire related incident?"

The answer from all forces was a resounding "No".

Further to this, the current rules on window tint could well be in violation of the Regulator's Code 2014, which states:

When designing and reviewing policies, operational procedures and practices, regulators should consider how they might support or enable economic growth for compliant businesses and other regulated entities , for example, by considering how they can best:

- understand and minimise negative economic impacts of their regulatory activities;
- minimise the costs of compliance for those they regulate;

Another major factor to consider is that this has become such an issue in Worthing, that a large number of previously Worthing licensed drivers have switched to a neighbouring authority, where there are no such rules on window tint. You can't help but notice that literally half of the Private Hire vehicles working in Worthing are now on Chichester

licenses, and have heavy rear window tint. If this trend continues, the long term budgetary affect this will have on Worthing Licensing Authority is obvious.

Taking all of this into consideration, it is my recommendation that there is **no set limit** on rear window tint in the revised Handbook. I believe that all other current standards on vehicles should remain unchanged. I also believe that the standards of the new handbook should apply to both Worthing and Adur boroughs.

Kind Regards,

 Director Zoom Private Hire.

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

It makes it very problematic to purchase as a majority of vehicles come factory fitted with tinted glass

I feel the reasoning was and is flawed. The absolute vast majority of vehicles with factory fitted tints allow sufficient light and therefore sight into the vehicle. The flaw lending that 99.9% of the public are not going to pay any attention to the activities in the vehicle. You add the fact that the vehicle has CCTV for the deterrent factor/evidential factor.

The non-allowance of window tinting is completely unnecessary.

CCTV requests be paid by council or police:

When driver is found not to be at fault

Or is just a general request for information

CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 5-10-21

Company: [REDACTED]

Name: [REDACTED]

Ph/Hackney number

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

Feedback from wheelchair customers is that tinted windows offer some privacy.

Cost of replacement glass

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Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 17-10-21.

Company: Zoom.

Name: [Redacted]

Ph/Hackney number [Redacted]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

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Date:

7/10/21

Company:

2002

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

Handbook review objections/suggestions amended

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Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 06-10-21

Company: ARROW

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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The non-allowance of window tinting is completely unnecessary.

CCTV requests be paid by council or police:

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To stop banned drivers in a borough from being granted a licence in another borough.

Date: 06-10-21

Company: ARROW

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook review objections/suggestions amended

50

Removal of window tint rule from handbook:

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CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

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To stop banned drivers in a borough from being granted a licence in another borough.

Date: 8-10-21

Company: [REDACTED]

Name: [REDACTED]

Ph/Hackney number [REDACTED]

[REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

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Or is just a general request for information

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To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 8-10-21

Company: Arrow Cars

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Statement of facts for Handbook review

Removal of window tint rule from handbook:

Cost of replacement glass

Vehicles already have CCTV in vehicles

Feedback from wheelchair customers who would prefer privacy

Majority of cars are built with tinted glass

CCTV requests be paid by council or police:

When driver is found not to be at fault

Or is just a general request for information

CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date:

6/10/21.

Company:

Zoom

Name:

[REDACTED]

PH/Hackney number:

[REDACTED]

Statement of facts for Handbook review

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Date:

6.10.21

Company:

ZOOM

Name:

[REDACTED]

PH/Hackney number:

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Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 07-10-2021

Company: Zoom

Name: [REDACTED]

PH/Hackney number: [REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

Feedback from wheelchair customers is that tinted windows offer some privacy.

Cost of replacement glass

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To stop banned drivers in a borough from being granted a licence in another borough.

Date:

7/10/21

Company:

Alrow

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

Handbook proposed challenges 2021

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Date:

7/10/21

Company:

Allow

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

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07.10.20

Company:

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[REDACTED]

Ph/Hackney number

[REDACTED]

Handbook proposed challenges 2021

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 07.10.21

Company: Arrow

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook review objections/suggestions amended

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Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 06/10/2021

Company: ARROW TAXIS .

Name: [REDACTED]

Ph/Hackney number [REDACTED]

[REDACTED]

Handbook proposed challenges 2021

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Date: 06/10/2021

Company: ARROW TAXIS

Name: [REDACTED]

Ph/Hackney number [REDACTED]

[REDACTED]

Handbook review objections/suggestions amended

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Date:

7-10-21

Company:

ARROW

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

[REDACTED]

Handbook review objections/suggestions amended

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Date:

6/10/21

Company:

ARROW

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

6

Handbook proposed challenges 2021

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Company:

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[REDACTED]

Ph/Hackney number

[REDACTED]

Handbook review objections/suggestions amended

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Ph/Hackney number [REDACTED]

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Name: [REDACTED]

PH/Hackney number: [REDACTED]

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Feedback from wheelchair customers is that tinted windows offer some privacy.

It makes it very problematic to purchase as a majority of vehicles come factory fitted with tinted glass

I feel the reasoning was and is flawed. The absolute vast majority of vehicles with factory fitted tints allow sufficient light and therefore sight into the vehicle. The flaw lending that 99.9% of the public are not going to pay any attention to the activities in the vehicle. You add the fact that the vehicle has CCTV for the deterrent factor/evidential factor.

The non-allowance of window tinting is completely unnecessary.

CCTV requests be paid by council or police:

When driver is found not to be at fault

Or is just a general request for information

CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 06/09/21

Company: Arrow

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

Feedback from wheelchair customers is that tinted windows offer some privacy.

Cost of replacement glass

It makes it very problematic to purchase as a majority of vehicles come factory fitted with tinted glass

CCTV requests be paid by council or police:

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CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date:

7/10/21

Company:

Zoom

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

[REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Or is just a general request for information

CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 06/10/21

Company: ANAOL CHNS

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 06/10/21

Company: ARROW CARS

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

Feedback from wheelchair customers is that tinted windows offer some privacy.

Cost of replacement glass

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6/10/21

Company: Arrow

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date:

12/06/21

Company:

ARROW

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

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To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6-10-21

Company: Arrow Taxi

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date:

6-10-21

Company:

Arrow + A+I

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

It makes it very problematic to purchase as a majority of vehicles come factory fitted with tinted glass

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To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 07/10/2021

Company: Arrow Taxi Group

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date:

6/9/2

Company:

Arrow

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date:

6/9/21

Company:

Arrow

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

Statement of facts for Handbook review

Removal of window tint rule from handbook:

Cost of replacement glass

Vehicles already have CCTV in vehicles

Feedback from wheelchair customers who would prefer privacy

Majority of cars are built with tinted glass

CCTV requests be paid by council or police:

When driver is found not to be at fault

Or is just a general request for information

CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date:

7/10/21

Company:

ZOGM

Name:

PH/Hackney number:

[REDACTED]

Statement of facts for Handbook review

Removal of window tint rule from handbook:

Cost of replacement glass

Vehicles already have CCTV in vehicles

Feedback from wheelchair customers who would prefer privacy

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To deter crimes in vehicles

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6.10.2021

Company: ZOOM

Name: [REDACTED]

~~PH~~/Hackney number: [REDACTED]

[REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date:

6/10/21

Company:

Arrow

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date:

6/10/21

Company:

AMUW

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6/10/21

Company: ARROW

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Date: 6/10/21

Company: ARROW

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

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It makes it very problematic to purchase as a majority of vehicles come factory fitted with tinted glass

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CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6-10-21

Company: ARROW TAXI

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

It makes it very problematic to purchase as a majority of vehicles come factory fitted with tinted glass

I feel the reasoning was and is flawed. The absolute vast majority of vehicles with factory fitted tints allow sufficient light and therefore sight into the vehicle. The flaw lending that 99.9% of the public are not going to pay any attention to the activities in the vehicle. You add the fact that the vehicle has CCTV for the deterrent factor/evidential factor.

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6-10-21

Company: ARROW TAXI

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 05 OCT 21

Company: ARROW CARS

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Statement of facts for Handbook review

Removal of window tint rule from handbook:

Cost of replacement glass

Vehicles already have CCTV in vehicles

Feedback from wheelchair customers who would prefer privacy

Majority of cars are built with tinted glass

CCTV requests be paid by council or police:

When driver is found not to be at fault

Or is just a general request for information

CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 7/10/21

Company: Zoom

Name: [REDACTED]

PH/Hackney number: [REDACTED]

Statement of facts for Handbook review

Removal of window tint rule from handbook:

Cost of replacement glass

Vehicles already have CCTV in vehicles

Feedback from wheelchair customers who would prefer privacy

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CCTV requests be paid by council or police:

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CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 05.11.2021

Company: ARROW

Name: XXXXXXXXXX

PH/Hackney number:

Statement of facts for Handbook review

Removal of window tint rule from handbook:

Cost of replacement glass

Vehicles already have CCTV in vehicles

Feedback from wheelchair customers who would prefer privacy

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6-10-21

Company: [redacted]

Name: [redacted]

PH/Hackney number: [redacted]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6-10-21

Company: ARREN

Name: [REDACTED]

Ph/Hackney number
[REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

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To stop banned drivers in a borough from being granted a licence in another borough.

Date: 7/10/21.

Company: Arrow

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 06.10.21

Company: ARROW

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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To stop banned drivers in a borough from being granted a licence in another borough.

Date: 06.10.21

Company: *ALRAY*

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 7-10-21

Company: ZOOM

Name: [REDACTED]

Ph/Hackney number : [REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 8-10-21

Company: ZOOM

Name: [REDACTED]

Ph/Hackney number [REDACTED]

[REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 07/10/21

Company: Arrow Taxi Group

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Statement of facts for Handbook review

Removal of window tint rule from handbook:

Cost of replacement glass

Vehicles already have CCTV in vehicles

Feedback from wheelchair customers who would prefer privacy

Majority of cars are built with tinted glass

CCTV requests be paid by council or police:

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6/10/21

Company: ZOOM

Name: [REDACTED]

PH/Hackney number: [REDACTED]

Statement of facts for Handbook review

Removal of window tint rule from handbook:

Cost of replacement glass

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6-10-21

Company: Zoom

Name: [REDACTED]

~~PI~~/Hackney number: [REDACTED]

[REDACTED]

Statement of facts for Handbook review

Removal of window tint rule from handbook:

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6-10-21

Company: Zoom

Name: [REDACTED]

PR/Hackney number: [REDACTED]

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Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

Feedback from wheelchair customers is that tinted windows offer some privacy.

Cost of replacement glass

It makes it very problematic to purchase as a majority of vehicles come factory fitted with tinted glass

CCTV requests be paid by council or police:

When driver is found not to be at fault

Or is just a general request for information

CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6/10/21

Company: ARROW

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

It makes it very problematic to purchase as a majority of vehicles come factory fitted with tinted glass

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The non-allowance of window tinting is completely unnecessary.

CCTV requests be paid by council or police:

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CCTV screens to be made compulsory to all CCTV in vehicles:

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6/10/21

Company: ARROW CARS

Name: [REDACTED]

Ph/Hackney number [REDACTED]

413

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles
Feedback from wheelchair customers is that tinted windows offer some privacy.
Cost of replacement glass
It makes it very problematic to purchase as a majority of vehicles come factory fitted with tinted glass

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To stop banned drivers in a borough from being granted a licence in another borough.

Date: 06-10-2021

Company: ARROW CARS

Name: [REDACTED]

Ph/Hackney number

413

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To stop banned drivers in a borough from being granted a licence in another borough.

Date: 06-10-2021

Company: ARROW CARS

Name: [REDACTED]

Ph/Hackney number

Handbook review objections/suggestions amended

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 08/10/21

Company: Arrow.

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 05/10/21

Company: Arrow

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

I feel it is unnecessary that vehicles already have CCTV in vehicles

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6 Oct 2021

Company: ARROW

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

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Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date:

6 Oct 2021

Company:

ARROW

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

Statement of facts for Handbook review

Removal of window tint rule from handbook:

Cost of replacement glass

Vehicles already have CCTV in vehicles

Feedback from wheelchair customers who would prefer privacy

Majority of cars are built with tinted glass

CCTV requests be paid by council or police:

When driver is found not to be at fault

Or is just a general request for information

CCTV screens to be made compulsory to all CCTV in vehicles:

To deter crimes in vehicles

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6/10/2021

Company: ZOOM

Name: [REDACTED]

PH/Hackney number: [REDACTED]

Handbook review objections/suggestions amended

Removal of window tint rule from handbook:

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 6 10 21

Company: ALPS

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

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To stop banned drivers in a borough from being granted a licence in another borough.

Date:

6 10 21

Company:

ARROW

Name:

[REDACTED]

Ph/Hackney number

[REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

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Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 8-10-21

Company: ARLOW

Name: [REDACTED]

Ph/Hackney number [REDACTED]

Handbook proposed challenges 2021

Removal of window tint rule from handbook:

Feedback from wheelchair customers is that tinted windows offer some privacy.

It makes it very problematic to purchase as a majority of vehicles come factory fitted with tinted glass

I feel the reasoning was and is flawed. The absolute vast majority of vehicles with factory fitted tints allow sufficient light and therefore sight into the vehicle. The flaw being that 99.9% of the public are not going to pay any attention to the activities in the vehicle. You add the fact that the vehicle has CCTV for the deterrent factor/evidential factor.

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To deter crimes in vehicles (a visual deterrent)

Drivers are not aware that CCTV is operational

Nationwide borough council database on revoked drivers;

To stop banned drivers in a borough from being granted a licence in another borough.

Date: 7/10/21

Company: Arrow

Name: [REDACTED]

Ph/Hackney number: [REDACTED]



Appendix C

Dear Theresa

Re: Taxi Handbook

Please may I kindly ask you to draw your attention to the revised Handbook, one of my biggest concerns is the rule of "tinted windows". It's almost impossible to find a new or replacement taxi/PH vehicle, and will only get worse as so few brand new cars are fitted without rear tinted glass. This policy is leading to PH drivers going to other councils to obtain their licence. This leads to WBC to not only losing control of supervision of the driver but also much needed revenue to WBC.

The second area of concern to me is the complexed knowledge test, which is much more "taxing" (excuse the pun), then neighbouring councils which is leading to new PH drivers just by-passing WBC Licensing all together.

I would like to point out all the Worthing Private Hire Companies have excellent PDA dispatch systems which have installed on them Google Maps, which give the driver the instant route to the destination they need, so reducing a level the knowledge they need to start a new career as a PH driver. The lack of taxi/PH cars in the town is becoming a real worry especially at weekends and late at night, as the night time economy recovers from Covid a long wait for a taxi ride home could become a safety issue for the public. I recommend these changes will hopefully help the trade recruit new drivers and younger drivers to help out at night and to bring the average age of drivers down to ensure the survival of Worthing Taxi services.

Your sincerely


Hackney Driver & Zoom

Submission - [REDACTED]
Handbook consultation October 2021.

- Tinted windows. I wish to object to the restrictions currently imposed, which I know stand at 55%, which seems an arbitrary number. As most cars are now manufactured with tinted windows this makes purchasing any vehicle almost impossible, it is just not realistic and against other licensing authorities these incursions seem unfair and draconian and I fail to understand the original justification for such a policy.
- Size of vehicles, that is it would be most helpful to be able to purchase smaller vehicles, such as is allowed with by other licensing authorities. The cost of purchasing is now so ill affordable that it is all simply unviable, not to mention the cost of fuel when these large vehicles are so expensive to run. And I urge the licensing authority to think outside the box. Perhaps allowing two passenger cars, which are ecological friendly, & cheaper to run.

What I see is an industry that is dying, not unlike the issues facing lorry drivers. The regulations inhibit everything, the costs so exorbitant there is little motivation to continue or begin.

The industry desperately needs help to survive, not incursions and hurdles making it impossible to purchase without assuming a huge risk in case your vehicle might fail because the windows are too dark. Not to mention the huge cost of CCTV imposed.

If I was contemplating going into the industry now I simply wouldn't bother. It was bad enough ten years ago when I started but now how can one look at this and believe it is remotely viable.

The licensing authority can either support or destroy, if you wish to be detrimental then you will continue on the same way as before and not change anything, then everyone will be surprised when the industry virtually disappears and not one can get taxis anymore.

Signed,

[REDACTED]



**Worthing Borough Council
Licensing Department**



October 25 2021

I write with reference to the consultation on the Worthing Hackney Carriage and Private Hire Handbook

I have already had constructive communications with Adur & Worthing Licensing Officer Teresa Bowley on an issue which needs to be addressed with regards to the many Adur hackney carriages that are predominantly working outside of the Adur District Licensing Authority and in Brighton & Hove.

At this point I would to clarify that we have not had any reports of Worthing hackney carriages acting in the same way.

Under legislation a hackney carriage may carry out private hire work in another licensing area but of course not act as a hackney carriage in the way of undertaking street hirings and using ranks which is strictly limited to working in such a way in its respective licensing area. Undertaking such private hire work 'out of area' is perfectly legal and has been a part of natural cross border hiring for many years.

However, over the last few years since Uber has been operating in the UK hackney carriages has been encouraged to work 'out of area' under Uber. For clarification a hackney carriage cannot work for Uber within its own licensing area on the basis that the council controls hackney carriages charging rates. This model of the Uber fare charging is based on 'Surge Pricing' which may be up to four times the standard rate as and when Uber decides. However when a hackney carriage leaves its respective licensing area there is no council control of fares.

Brighton & Hove Local Issues

In respect of Brighton & Hove the area was saturated with Lewes hackney carriages predominantly working within the Brighton & Hove area out of sight of Lewes Licensing Control.

This meant that the area of Lewes was very much deprived of hackney carriages as the vast majority was predominantly working in Brighton & Hove.

The same applied to Mid-Sussex hackney carriages that were again working out of sight of Mid Sussex Licensing Control.

Under these circumstances we found that such hackney carriages were flaunting respective licensing conditions such as either removing rear plates, door signs and roof signs. This didn't help that both Lewes and Mid Sussex licensing allowed magnetic rear plates and door signs. However, in respect of Lewes the use of magnetic door signs has now stopped and are being replaced with permanent ones.

Because of overwhelming reports we presented to Lewes District council of its hackney carriages never returning to the Lewes area we took the opportunity to take part in the revision of its hackney carriage and private hire conditions of licence two years ago and recommended that it adopted an 'Intended Use Policy for its hackney carriages and used the conditions of Brighton & Hove as an example.

The revision resulted in the following condition being applied to the Lewes DC hackney carriage vehicle licences:

Lewes DC Licensing Committee Meeting - February 2019

"The introduction of Intended Use (Hackney Carriages only). It is believed that some drivers who have applied for a licence recently may not be predominantly working within the district. In order that the Council may retain local control over the hackney carriages it licenses, applicants will be asked as part of the application and renewal process which area they intend to entirely or predominantly operate from for the purposes of fulfilling pre-booked hirings's. It will be incumbent upon the applicant to demonstrate to the Council's satisfaction that they intend to ply for hire predominantly within the District.

Consequently the following conditions of licensing for Lewes DC hackney carriages was adopted:

Intended Use (Hackney Carriages only)

"A hackney carriage vehicle licensed by one local authority can be used to fulfil prebooked hirings on behalf of private hire operators licensed by another local authority. In order that the Council may retain local control over the hackney carriages it licenses, applicants will be asked as part of the application process which area they intend to entirely or predominantly operate from for the purposes of fulfilling pre-booked hirings. It will be incumbent upon the applicant to demonstrate to the Council's satisfaction that they intend to ply for hire predominantly within the District."

If the applicant indicates that they will not predominately work within the District the application will normally be refused. This section is not intended to act as a restraint of trade since applicants may make applications to any local authority in which area they intend to ply for hire

Eastbourne District Council then introduced the same condition as well as Mid Sussex District Council.

Brighton & Hove City Council has had the requirement for an 'Intended Use' declaration on the hackney carriage vehicle licence application for a number of years but at the last revision of conditions of licensing this was specifically put in place in what we refer to as the 'Blue Book of conditions of Licensing'.

Summary

Adur District Council has been asked to consider the introduction of a specific 'Intended Use Policy' for its hackney carriages to ensure that these vehicles do not predominantly work outside of the Adur District Licensing Authority Area as primarily this means these vehicles are working beyond the control of Adur Licensing Enforcement Officers.

This ensures that such hackney carriages predominantly serve the streets and ranks of the area of Adur Licensing Authority area.

This also ensures that whilst an Adur hackney carriage can continue to carry out natural cross border hirings that it cannot predominantly work outside of the Adur Licensing Authority area.

Stressing again that whilst we have not had any reports of Worthing hackneys predominantly working in Brighton & Hove the Worthing Licensing Committee may like to consider introducing an 'Intended Use Policy' for Worthing hackney carriages in line with Brighton & Hove, Mid Sussex, Lewes & Eastbourne & hopefully Adur District Council.

██████████rs

Secretary
Brighton & Hove Cab Trade Association

bhcta.co.uk - info@bhcta.co.uk

BHCTA

Brighton & Hove Cab Trade Association

facebook.com/groups/bhcbta
@cabsbrighton

Working Together

Adur District Council and Worthing Borough Council Taxi and Private Hire Handbook Consultation

1 message

26 October 2021 at 18:20

To: "taxi.licensing@adur-worthing.gov.uk" <taxi.licensing@adur-worthing.gov.uk>

Dear licensing team,

Please find below feedback on the above consultation from the RNIB & Guide Dogs.

1. Include in the mandatory disability training for all taxi & phv drivers specific training on how to guide passengers with sight loss.
2. Move the mandatory training from 3 years to every 2 years.
3. Ensure that refusal of assistance dog owners is highlighted more prominently & ensure that all drivers are aware that it may result in them losing their license if they do refuse.
4. Ensure all communications on or within the taxi are accessible to people with sight loss.
 - a. The number of the taxi in large numbers in a heavily contrasted print on the rear doors & internally on the back of the front seats.
 - b. CCTV recordings for every journey made mandatory. Protecting both passenger & driver.
5. For the wider disability community we'd like to see a minimum % of WAV's in the licensing policy & for the council to adopt a policy of not issuing any further licenses until that percentage has been met.

If you require any further detail or explanation on any of the above then please don't hesitate to get in touch.

Many thanks.

Brian

Community Connection Lead Volunteer,
London & The South East
RNIB(Royal National Institute of Blind People)

Campaign Volunteer, Guide Dogs.

NHS Vaccination champion.

Trustee @ Sight Support Worthing.

NB: This is a volunteer role & am available M,T & Weds only.

m: [REDACTED]
e: [REDACTED]
w: rnib.org.uk



Adur and Worthing Borough Council Tax and Private Hire consultation

1 message

26 October 2021 at 18:40

to: "taxi.licensing@adur-worthing.gov.uk" <taxi.licensing@adur-worthing.gov.uk>

Dear Sir/Madam,

Please find attached consultation response from Guide Dogs for The Blind Association.

Thanks



Regional Policy and Campaigns Manager (South East)

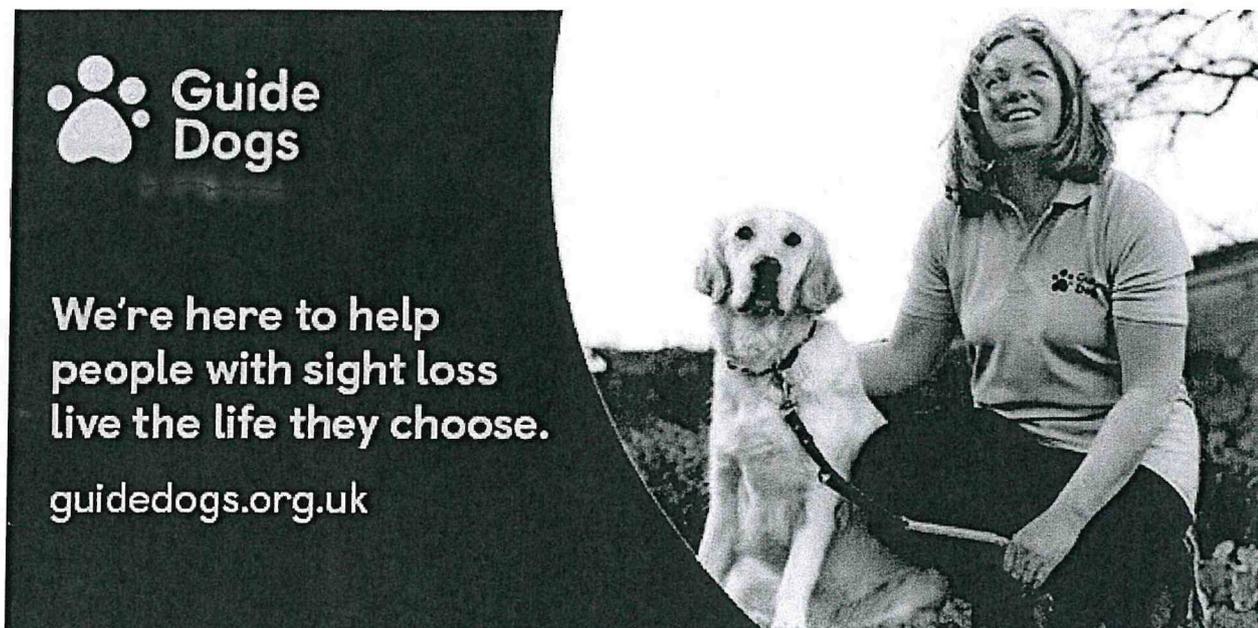
I use She/Her pronouns

Guide Dogs for the Blind Association

M: 07554 587 304

E: [REDACTED]

W: www.guidedogs.org.uk





Guide Dogs response to Adur District Council and Worthing Borough Council Taxi and Private Hire Handbook Consultation (September 2021)

12 October 2021

About Guide Dogs:

Guide Dogs provides mobility services to increase the independence of people with sight loss in the UK. Alongside our mobility, work we campaign to break down physical and legal barriers to enable people with sight loss to get around on their own terms.

Introductions:

There are an estimated 35,400 people living with sight loss in the west sussex area (RNIB, 2019).

Taxis and private hire vehicles (PHVs) and the door to door service they provide are essential for disabled people. They are particularly important for the independence of blind and partially sighted people, who are unable to drive, and often face barriers when using public transport. However, accessing taxis and PHVs can be a major challenge for assistance dog owners. A 2019 Guide Dogs survey found that 73% of assistance dog owners who have experienced an access refusal were refused by a taxi or PHV driver in a one year period - despite this being a criminal offence under the Equality Act 2010. Such access refusals can have a significant impact on assistance dog owners' lives, leading to feelings of anger and embarrassment and a loss of confidence and independence.

As guide dog owners report:

- “Each refusal is crushing, confidence shattering, rejecting, and traumatic. I always feel that I don't want to go out after - but work dictates I must.” Guide dog owner, Stevenage
- “I was left on my own at the side of the road in the dark. I am deaf and unable to phone for help and it made me feel very vulnerable. It makes me feel afraid to go out.” Assistance dog owner

Key recommendations:

- **Highlighting the law:** We note that the policy (4.5) states that all drivers are under a duty to comply with the Equality Act 2010 to carry, free of charge, any assistance dog. We advise highlighting within the policy that this is a legal requirement under the Equality Act 2010 and failure to do so is a criminal offence.
- **Zero tolerance:** The policy should state that Adur and Worthing Borough Councils will use its best endeavours to investigate all reported violations of the Act in a timely manner with a view to pursuing a conviction.
- **Test for medical exemption certificate:** In 5.6 The policy should be more specific and state that a medical exemption certificate for carrying assistance dogs will only be issued when authorised by a medical practitioner and accompanied by medical evidence, such as a blood test, a skin prick test or clinical history. The medical exemption certificates should be accompanied by features distinguishable to vision-impaired passengers, such as an embossed or raised 'E'.
- **Sample purchasing:** The policy should state that the Borough Councils will work together in conjunction with assistance dog owners to ensure that licensing requirements are being complied with by various means such as, but not limited to, test purchases to ensure that licensing requirements are being complied with.
- **Disability equality training:** We welcome the inclusion (5.16) that all new applicants will be required to undertake disability awareness and equality training including awareness of the Equality Act 2010. We feel that the policy should be clear on how this training will be delivered and refresher training will be requirement within a reasonable period.
- **Disclosure and Barring Service (DBS)** Guide Dogs welcome any amendments to this policy that will allow the Borough Council to take further steps in ensuring the safety of passengers, including children and vulnerable adults.
- **CCTV:** We are of the view that CCTV has great benefits in protecting both drivers and passengers from harm, inappropriate behaviour, abuse and poor customer service. We would ask that a requirement for audio recording is included. This amendment would help to resolve disputes by providing important evidence. For example, if an assistance dog owner makes an allegation of being refused carriage by a driver, due to the person travelling with an assistance dog. As part of the proposed disability equality

training, we would ask that drivers are reminded to make blind and partially sighted passengers aware that CCTV is in operation as they are unlikely to see signs notifying them of this.

Highlighting obligations under Equality Act 2010 in respect of Assistance Dogs

The consequences of delayed travel, combined with the emotional impact of facing discrimination and confrontation when trying to carry out everyday activities, take a significant toll on assistance dog owners. Apart from feelings of anger and embarrassment, refusals can undermine the independence that assistance dogs bring to their owners. Assistance dog owners also reported that the stress of refusals has had a detrimental impact on their mental health and on whether they feel able to leave the house. This also has a negative impact on their ability to access work and other opportunities. As guide dog owners report:

- “I was very upset, it was dark, raining and 10pm at night. I was scared. I avoid evening invites, as I worry about getting home. I lose out on the chance of socialising with friends, which is bad, as I have no family.” Guide dog owner, Rochester
- “I used to have a very tough two-hour commute to work. The taxi part of the journey was the shortest bit travel wise, but it always ended up being the bit that held me up the most because I was having to spend time facing drivers who wouldn’t take me with my dog. ... It’s good that my contract was flexi hours otherwise I’m sure I would have been sacked for being late all the time - it happened so often.” Guide dog owner, Daventry

Enforcement

While our survey shows that many assistance dog owners have been refused access over a one-year period, many of these incidents are not reported. Indeed, research in 2019 found that only 8% of owners who had been refused access had taken legal action which resulted in prosecution. In part, the underreporting is due to challenges of reporting, especially for people with sight loss. However, it is also due to disappointment at the lack of action taken following an access refusal and the low fines issued.

Considering the significant impact an access refusal can have on assistance dog owners and their communities, it is important that assistance dog owners know that all cases of access refusals are viewed very seriously and are investigated.

As mentioned, it is a criminal offence for any operator or driver to refuse to carry assistance dogs. On conviction for such an offence, drivers can be fined up to £1,000. As failure to carry an assistance dog is a criminal offence, we recommend a zero-tolerance approach to enforcement of the Equality Act. We therefore recommend that it is clearly stated that failure to carry an assistance dog without the requisite medical exemption certificate will result in immediate suspension or revocation of a driver's license.

Further, the current conditions do not contain any reference to prosecution of drivers who refuse a passenger. We also recommend a zero-tolerance approach to enforcement of the Equality Act in seeking prosecutions and therefore recommend stating that Basingstoke and Deane Borough Council will use its best endeavours to investigate all reported violations of the Equality Act in a timely manner, with a view to pursuing a conviction.

We also recommend that the Borough Council works together in conjunction with assistance dog owners to ensure that licensing requirements are being complied with by various means such as, but not limited to, test purchases to ensure that licensing requirements are being complied with.

Medical exemption certificates

We believe the policy should specify that in order to apply for a medical exemption certificate for carrying assistance dogs:

- 1) this must be authorised by a medical practitioner and
- 2) be accompanied by medical evidence which demonstrates the driver's genuine medical condition that is aggravated by exposure to dogs, such as a blood test, a skin prick test or clinical history.

Further, it is often difficult for vision-impaired passengers to identify the validity of exemption certificates. Currently, it is not permissible for licensing authorities to issue exemption certificates which incorporate tactile features, as this would alter the certificate's



SOMPTING

www.sompting.org.uk

PARISH COUNCIL

Parish Clerk:

[REDACTED]
The Clerk
Old School House
Harriet Johnson Centre, Loose Lane
Sompting, West Sussex
BN15 0BG
Tel: [REDACTED]
Email: clerk@sompting.org.uk

October 2021

Dear Sir

Adur and Worthing Taxi and Private Hire Consultation. Formal response from Sompting Parish Council.

Most changes in the main text appear to be measures to update the Safeguarding provisions. There are no suggested changes to these sections.

However, in Appendix K there are matters that the Council feel require attention:

Appendix K.

Private Hire Operator's Licence Conditions.

Many Private Hire Companies employ office staff and Taxi Marshalls who make contact with Bookers/Passengers and would not be listed on the records submitted or be subject to DBS checks with the current wording of the Conditions. Therefore :

- 3.1 Add 'The name of any individual that is in contact with the Booker or passengers either electronically, by telephone or in person'.
- 3.9 amend to 'The operator must provide a monthly register to the Council of all staff taking bookings, dispatching vehicles, or in contact with the Booker or passengers either electronically, by telephone or in person. All changes must be notified immediately.'
- 3.10 amend to ' All staff taking bookings, dispatching vehicles, or in contact with the Booker or passengers either electronically, by telephone or in person. must provide a basic DBS check on employment and thereafter every 12 months. It is the responsibility of the operator to ensure compliance.

It is suggested that the following paragraph should be deleted:

- 3.12 The use of a driver who holds a PCV licence and the use of a public service vehicle (PSV) such as a minibus to undertake a private hire vehicle booking should not be permitted as a condition of the private hire vehicle operator's licence without the informed consent of the booker.

If the intention is to indicate that a Private Hire Operator can supply a PCV vehicle, providing the booker/passengers are aware, then the Conditions should indicate that sub- contracting

Sompting Parish Council's mission: " To help foster a Sompting community which gives people a reason to be proud and engaged with the area we all live in"

to a PCV Operator is permissible with the Booker/passenger's permission. However, a Private Hire Operator who is not familiar with PCV Regulations could follow the proposed Conditions and use a PCV vehicle against PCV Regulations. In particular, they would need to be aware of the following:

- A Private Hire Operator can already sub-contract a PCV Operator to supply a vehicle and Licensed Driver but cannot use and control a licensed PCV vehicle unless they are also a Licensed PCV Operator. (Holding a National or International Licence).
- Where a Private Hire Operator also holds a Restricted PCV License, they are only permitted to carry up to 8 passengers on each journey.
- PCV vehicles cannot undertake shared journeys with passengers who booked separately. (this would require a Stage Carriage Licence which is only granted for 'Bus Route' style regular journeys).

Yours faithfully

[REDACTED]

[REDACTED] Clerk to Sompting Parish Council

Licensing Office
Portland House
Richmond Road
Worthing
BN11 1HS



Taxi Licensing <taxi.licensing@adur-worthing.gov.uk>

wheelchair friendly cabs

1 message

TheInsight Team <theinsightteam@adur-worthing.gov.uk>
To: Taxi Licensing <taxi.licensing@adur-worthing.gov.uk>

6 September 2021 at 08:22

Dear worthing council

Please make sure there are more wheelchair friendly cabs on the taxi rank soon or let the driver keep there London cabs after ten years. Twice I waited two hours with none turning up.

From

Good morning

Please see comments received on social media

Many thanks

Customer Insight & Performance Officers

Adur & Worthing Councils
Email: theinsightteam@adur-worthing.gov.uk
Website: www.adur-worthing.gov.uk
Portland House, Richmond Road, Worthing BN11 1HS

